

# Annual Report on the administration of the *Access to Information Act*

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(1 April 2021 to 31 March 2022)



August 2022

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## Introduction

### Purpose of the *Access to Information Act (ATIA)*

As set out in Section 2(1) of the *Access to Information Act*, the purpose of this Act is “to enhance the accountability and transparency of federal institutions in order to promote an open and democratic society and to enable public debate on the conduct of those institutions.” This report is prepared in accordance with Section 70(1)(d) of the Act and is tabled in Parliament in accordance with Section 94(2).

Subsection 2(2) of the Act is intended to complement and not replace existing procedures for access to government information. The Bank of Canada responds to informal public inquiries through its Communications Department and on an ad hoc basis throughout the organization. The Bank occasionally receives formal requests for information which is normally available to the public; in these cases, the Bank handles such requests informally through normal channels including the Bank’s Public Information Services whenever possible.

### The Bank of Canada’s mandate

The Bank of Canada is the nation’s central bank. Its mandate, as defined in the Bank of Canada Act, is “to promote the economic and financial welfare of Canada.” The Bank’s core areas of responsibility are:

#### *Monetary Policy*

The Bank influences the supply of money circulating in the economy, using its monetary policy framework to keep inflation low and stable.

#### *Financial System*

The Bank promotes safe, sound and efficient financial systems, within Canada and internationally, and conducts transactions in financial markets in support of these objectives.

#### *Currency*

The Bank designs, issues and distributes Canada’s bank notes.

#### *Funds Management*

The Bank is the "fiscal agent" for the Government of Canada, managing its public debt programs and foreign exchange reserves.

#### *Retail Payments Supervision*

Under the Retail Payment Activities Act, the Bank will be responsible for supervising payment service providers.

The Bank has a robust planning framework in place to support its vision and mandate. Every three years, the Bank establishes a strategic plan (SP) to set out its strategic direction, goals and indicators of success.

### Wholly-owned subsidiaries or non-operational institutions

The Bank of Canada is not reporting on behalf of any wholly-owned subsidiaries or non-operational institutions.

## Administration of the *Access to Information Act*

### Delegation of Authority

Executive and Legal Services (ELS) is responsible for fulfilling the Bank's compliance obligations under the *Access to Information Act*, the *Privacy Act*, the *Public Servants Disclosure Protection Act*, and other policies and procedures required by the Federal government, as well as responding to Parliamentary inquiries. The ATIP Office, under ELS, supports business areas in the identification and consideration of Access to Information and Privacy concerns arising through new mandates and new areas of business and technology. The ATIP Office mitigates increasing privacy risks and enhances Bank staff awareness and understanding of privacy concerns through improved training, tools and procedures.

Under Section 70(2) of the Act, the Governor of the Bank of Canada undertakes the responsibilities of the designated Minister for the purposes of subsections 70(1)(a) and (c).

Responsibility for compliance with the requirements of *the Act* has been delegated by the Governor under Section 95(1) to the General Counsel and Corporate Secretary of the Bank, and its Deputy Corporate Secretary and Access to Information and Privacy Coordinator. Responsibility for various administrative requirements of the legislation, such as extending time limits and transferring requests, has been delegated to the ATIP Director. The signing of the Statement of Completeness of responses to written Parliamentary Questions has also been delegated to the General Counsel/Corporate Secretary and to the Deputy Corporate Secretary.

A copy of the Bank's Delegation Order is attached (see Appendix A).

### Organizational Structure to Fulfill *Access to Information Act* Responsibilities

The responsibility for administering the Bank's ATIP program lies with the Bank's ATIP Office. Under the management of the Access to Information and Privacy Coordinator, 1 Director, 3 ATIP Specialists, 4 Analysts and 1 ATIP Assistant are responsible for coordinating the processing of ATIP requests, consultations and complaints, responding to informal requests for information, providing advice and promoting ATIP awareness to staff and the public. The ATIP Office reports directly to the Deputy Corporate Secretary and Access to Information and Privacy Coordinator who reports to the General Counsel and Corporate Secretary and who in turn reports to the Governor. In addition, Senior Legal Counsel provides legal advice on various files, including confirming Cabinet Confidences.

The Bank also has a network of ATIP departmental contacts throughout the organization. They are responsible for retrieving records and providing initial recommendations to the ATIP Office and departmental sign-off for the final treatment of records. In addition, the Chief of Staff to the Governor and Senior Deputy Governor as well as senior staff in the Communications Department are provided with a copy of any release packages so that they can assess and advise should there be media inquiries.

The Bank of Canada does not currently provide any services related to access to information to any other institution per section 96 of the *Access to Information Act*.

## Training and Awareness

In addition to the ATIP Office's participation in monthly Orientation Sessions for new employees, the ATIP Office also delivered 25 awareness sessions (in both official languages) to 174 participants from various units throughout the Bank during this reporting period. These sessions primarily focused on the internal administration of both Acts as well as privacy training for data onboarding, an overview of the Bank's Privacy Risk Management Framework and related risk assessment tools, and tailored training sessions requested by specific groups. Awareness and training sessions are delivered for new employee and student orientation, research teams as well as to other business lines or departments within the Bank as required.

The ATIP Office also provided informal training to employees pertaining to the application of specific exemptions, guidance for departmental contacts and best practices for record search and retrieval during the processing of ATIA requests.

The ATIP Office continued its work on modernizing and enhancing its approach for delivering ATIP awareness through the development of additional online learning modules. This initiative leverages technology that permits the ATIP Office to offer training to Bank staff in new and engaging scenario-based formats. In previous years, two modules about general ATIP awareness and Privacy Breaches were integrated into the Bank's employee orientation program and are available to all staff through the Bank's Performance and Development program. A third module concerning Privacy Behaviours was completed this year and was integrated into the Bank's 2021 annual compliance training exercise, the completion of which was mandatory for all employees. Within the reporting period, 700 employees completed the ATIP Awareness module, 418 employees completed the Privacy Breach module, and 1957 employees completed the Privacy Behaviours module.

The ATIP Office briefs Senior Management and the Board of Directors periodically on operational metrics and annually on the overall administration of the ATIP function, as well as reporting on ATIA priorities through departmental quarterly Entente Progress Reports, and through the Bank's Enterprise Risk Management reporting process.

## Institution-specific access to information related policies, guidelines and procedures

The ATIP Office continued to refine and document all procedures associated with the processing of ATIA requests in order to streamline, to the extent possible, all facets of the request process.

The Bank is committed to upholding the highest standards of personal and professional conduct. Annually, the Bank requires its employees to acknowledge their awareness of, and compliance with, the Code of Business Conduct and Ethics (the "Code"). It describes the ethical principles and conduct expected of employees to ensure the Bank maintains its high standards. The Code includes references to the Bank's responsibilities and obligations under the *Access to Information* and *Privacy Acts*, to help ensure effective and consistent administration and compliance with the Acts and their regulations.

The ATIP Office also instituted a new roles and responsibilities framework which outlines the areas of subject matter and procedural responsibility for each analyst. This process is

intended to increase capacity through specialization and to streamline processing times for all types of requests and activities.

Major efforts were undertaken to identify and reduce sources of delays for processing requests, including developing guidelines and standards for defining different record types to assist in record retrieval for recurring requests.

## Monitoring Compliance

The ATIP staff regularly monitors all ATIP requests by holding weekly meetings to closely track all active files including maintaining a log of active requests. Recent initiatives have included the refinement and expansion of the office's "scrum" board to track ongoing requests and all other projects and initiatives according to Agile principles. This helps the team to carefully monitor timelines, milestones, next steps and fosters consistent collaboration. More importantly, staff discuss solutions as challenges arise and determine any process changes required to improve performance. The ATIP Office holds regular Lessons Learned sessions for ATIP Analysts in order to facilitate knowledge sharing among team members and to ensure consistency in the processing of requests.

## Interpretation of the Statistical Report (Appendix B)

### Access Requests

This year, the Bank received 24 requests compared with 39 received the previous reporting period. The table and chart below provide an overview of formal ATIA requests received by the Bank for the past five years and the number of relevant pages processed. This number does not reflect 2,317 pages retrieved, reviewed and deemed not relevant in the final scoping of the request (for more information see **Operational Environment**).

No requests were processed that contained audio or visual records and zero minutes of audio and visual records were processed.

**Table 1: Overview of ATIA Requests Received and Completed, 5-Year Trend**

Fiscal Year	Requests Received	Requests Outstanding from previous reporting period	Requests completed	Number of pages processed
2017-2018	38	16	34	2,752
2018-2019	39	20	49	10,793
2019-2020	33	10	33	3,995
2020-2021	39	10	28	1,014
2021-2022	24	20	27	1,595

### Consultations

During this period, the Bank received 19 consultations from other Government of Canada institutions and one [1] from other organizations totalling 2,470 pages to review. Four [4] consultations were carried over from the previous reporting period, accounting for an additional 1,729 pages to review. The Bank closed 15 consultations totalling 918 pages in this reporting period. Nine [9] consultations are carried over to the next reporting period amounting to 3,281 pages currently under review and being processed.

The Bank continues to receive voluminous consultations from one government institution that are highly complex in nature, require internal consultations with nearly every department within the Bank (as well as external consultations) and represent highly sensitive Bank information. Roughly 94% of the total pages received and to be processed stem from this specific type of consultation.

**Table 2: Overview of Consultations Received and Completed, 5-Year Trend**

Fiscal Year	Consultations Received	Consultations remained outstanding from previous reporting period	Consultations completed	Number of Pages Reviewed
2017-2018	17	3	18	916
2018-2019	13	2	14	1,198
2019-2020	26	1	20	843
2020-2021	20	7	23	1,844
2021-2022	20	4	15	918

## Informal Requests

In addition to the formal requests for information, the Bank received five [5] informal requests (compared to 6 in the previous period) and processed and completed nine [9] informal requests amounting to the release of 150 pages and the re-release of 2461 pages for previously processed requests (compared to 572 pages in the previous period). Four [4] of the nine [9] informal requests were outstanding from the previous reporting period. All five [5] informal requests were received by the same channel (e-mail submission). On a monthly basis, the Bank publishes a summary of completed ATIA requests which is generally the source of the informal requests.

## Requests under the ATIA by Source and Channel

During this reporting period, 21% of requests received by the Bank were from the media, 0% from organizations, 0% from businesses, 50% from individuals who declined to identify as any of the defined categories, 4% from academia, and 25% from the public. This year saw a decline in requests received from the business and organizations, and a significant increase in requests received from individuals who declined to identify.

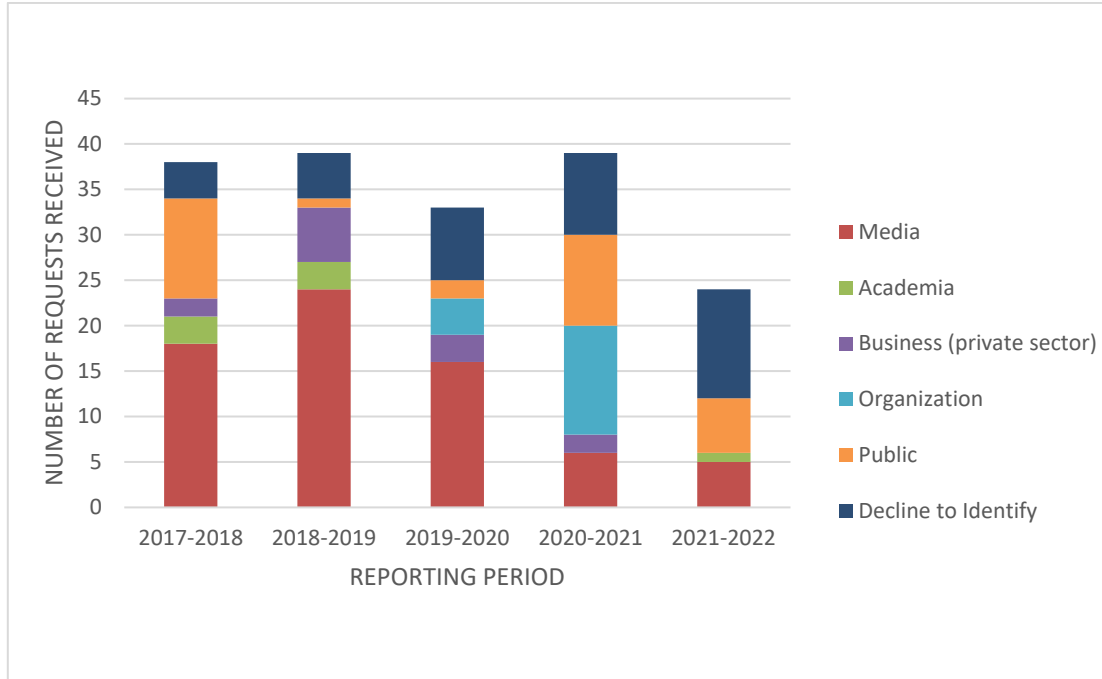
Broken down by channel/source of each request, 5 requests (21%) were received by email and 19 requests (79%) were received by mail. No requests were received by online submission, phone, fax or in-person sources.

## Fees

A total of \$115.00 in application fees was collected for 23 of the 24 requests received during the 2021-2022 period, compared to \$175.00 in 2020-2021. A total of \$5.00 in application fees were waived for one of the requests received where the request was transferred from a different institution.



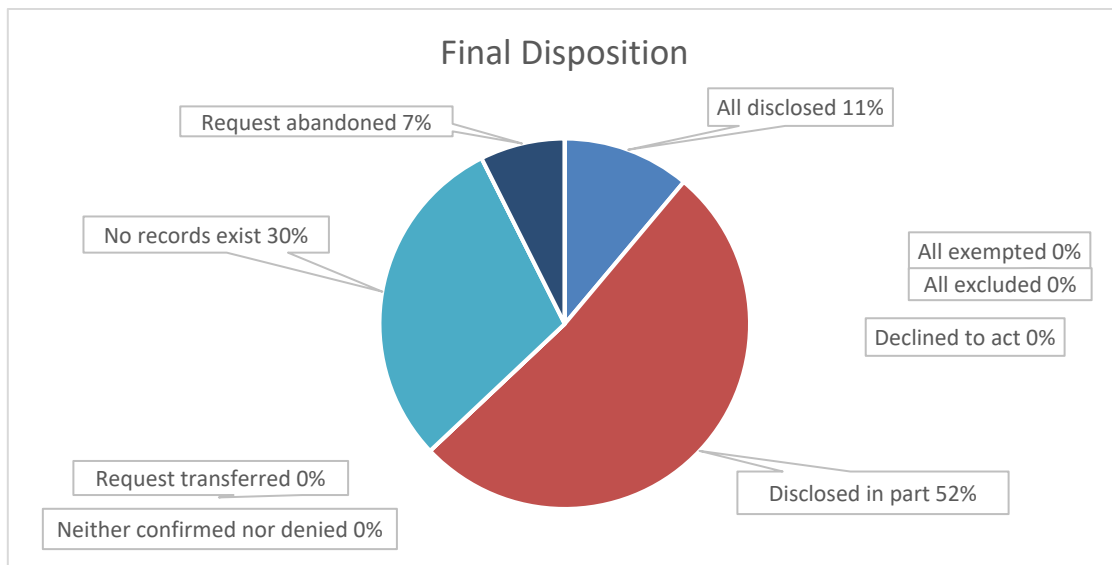
**Chart 1: Number of Requests Received by Source, 5-Year Trend**



### Disposition of Requests

The following chart shows the disposition for completed requests during this reporting period. Compared to the previous reporting period, the percentage of requests disclosed in part decreased slightly from 64% to 52% while the number of requests where no records exist nearly doubled from 18% to 30%. No requests were treated pursuant to the Decline to Act disposition.

**Chart 2: Final Disposition of Requests, 2021-2022**

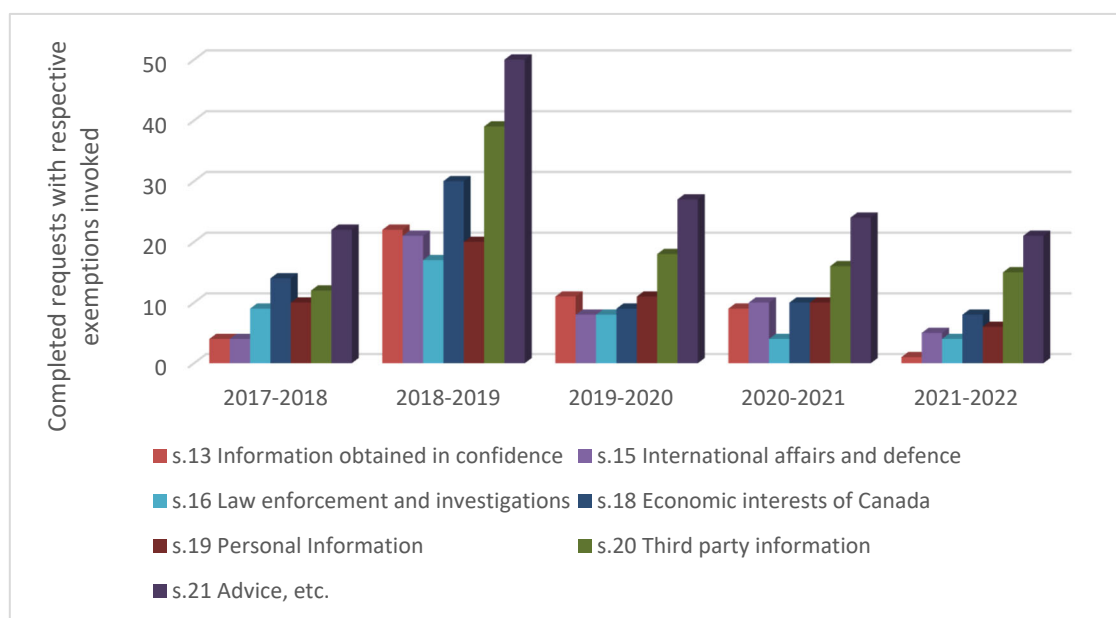


## Exemptions and Exclusions

The exemption provisions invoked most often in this reporting period were sections 21(1)(a)(b) concerning advice, recommendations and deliberations related to the internal decision-making processes of the Bank; sections 20(1)(b)(c) pertaining to third party information; section 18(d) which concerns the economic interests of Canada; section 13 relating to information obtained in confidence, section 15(1) related to international affairs; and s.19(1) related to personal information. Neither section 23 related to solicitor client privilege nor the section 68 exclusion were invoked during this period.

The following chart presents groupings of exemptions most frequently invoked by the Bank.

**Chart 3: Most Frequently Invoked Exemptions, 5-Year Trend**



## Extensions

Many of the requests processed by the Bank in 2021-2022 were complex in nature and required consultations with other organizations and third parties. This combined with heavy workloads across the Bank had a considerable impact on operations not only in the ATIP Office but also for business lines tasked with responding to requests. As a result, the Bank claimed time extensions under 9(1)(a), (b) and (c) during the last reporting period equivalent to 54%, 35% and 11% of the 26 total extensions taken respectively.

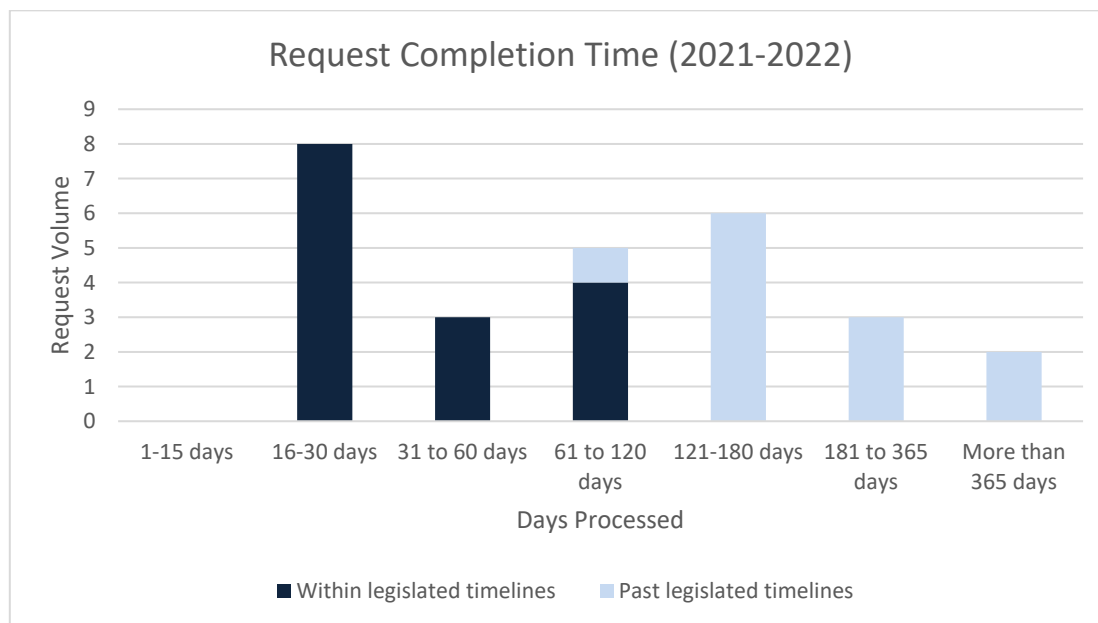
The ATIP staff endeavour to respect deadlines and routinely keep the requester informed of the status of their requests.

## Completion Time

Of the 27 requests completed in this reporting period, 15 requests were closed past the statutory deadline (55.5%) compared to 46.4% in the previous period. The chart and table below illustrate completion time by timeframe and requests outstanding from previous reporting period.

For additional information on completion times see **Operational Environment**.

**Chart 4: Request Completion Time, 2021-2022**



**Table 3: Active requests carried over, broken down by reporting period**

Fiscal year open requests were received	Open Requests within legislated timelines as of Mar. 31, 2022	Open requests beyond legislated timelines as of Mar. 31, 2022	Total
2021-2022	7	3	10
2020-2021	0	6	6
2019-2020	0	1	1
2018-2019	0	0	0
2017-2018	0	0	0
<b>Total</b>	7	10	17

### Key Issues and Actions Taken on Complaints or Audits

During this reporting period, the ATIP Office received 6 formal notices of complaint (compared to five [5] in the previous period) and, following receipt, provided background, contextual information and documentation to the Office of the Information Commissioner (OIC) to support their preliminary investigations. Three [3] of these complaints were subsequently discontinued by the requester and no additional formal representations were required. Of the remaining three [3] new complaints, the ATIP Office has provided formal representations for one [1] complaint and is awaiting further action from the OIC on the other two [2] files before formal representations can be made.

The ATIP Office also made formal representations for three [3] of the eight [8] complaint files that were carried over from the previous reporting period. Detailed Exemption Analysis Worksheets (EAWs) were completed for each complaint, which amounted to nearly 70 pages of rationale analysis and which contributed to a significant workload increase for the ATIP Office and the Bank's subject matter experts.

Of the total 14 open complaints, six [6] were completed and closed in the current reporting period. Reports of Findings were received from the OIC for three [3] of these requests. One [1] report was resolved following supplemental release of records and two [2] others were resolved as well-founded relating to a missed deadline and application of exemptions and were subsequently resolved with a change to the exemption codes used. None of the Reports of Findings contained any formal recommendations or orders from the OIC.

The tables below show the number of complaints received, completed and carried over from previous periods.

No audits or investigations of the ATIP Office were completed during this period.

**Table 4: Complaints received, carried over and resolved, 5-year Trend**

Reporting period	Number of complaints received	Number of complaints carried over from previous reporting period	Complaints resolved	Number of Complaints Outstanding
2017-2018	7	16	13	10
2018-2019	0	10	5	5
2019-2020	1	5	3	3
2020-2021	5	3	0	8
2021-2022	6	8	6	8

**Table 5: Active complaints carried over, broken down by reporting period**

Fiscal year complaints were received	Number of Open Complaints
2021-2022	3
2020-2021	3
2019-2020	0
2018-2019	0
2017-2018	0
2016-2017	2
<b>Total</b>	<b>8</b>

## Operational Environment

This year, the Bank of Canada continued to process a number of complex *Access to Information Act* requests and consultations, several of which were outstanding from the previous reporting period. The requests dealt with sensitive information and required extensive review and consultation. Despite receiving fewer new requests (27 new compared to 38 new in the previous period), the ATIP office nonetheless processed 36% more total pages of records in this timeframe. Of the total requests open during this reporting period, 27 were closed and 17 were carried over to the next period. The ATIP office closed eight [8] of the 17 carried over files in early 2022 (47% closed) and the remaining files are expected to be closed within the next reporting period.

The processing delays are attributed in large part to the significant workload for both ATIP staff and business lines. Other major contributing factors were the prevalence of complex/technical requests which necessitated multiple rounds of re-scoping and refining request texts with requesters, exhaustive record retrieval activities as part of the Bank's "duty to assist" efforts, in-depth reviews with subject matter experts and a high volume of not relevant pages to be processed. Several requests were vague in nature or posed broad research questions which required considerable effort to re-scope and interpret in order to retrieve responsive records. Significant resource time was also dedicated to responding to complaints and negotiating with the OIC and OPC (see **Key Actions on Complaints**) which required re-prioritization with other work at certain points during this period.

In addition to a heavy workload, the ATIP Office has recently closed a long-standing resource gap that persisted for many previous reporting periods with several positions remaining vacant at various points. Major efforts continued throughout the year to onboard and cross-train staff to assume new roles which contributed to some of the delays during this period.

Over this reporting period, and following a multiple-year trend, the ATIP office saw a significant and sustained shift towards privacy-related work versus formal *Access to Information* requests (see **Annual Report on the Privacy Act – Operational Environment for more information**).

Strategically, the ATIP Office leverages its participation on more than 15 internal governance committees to provide timely feedback on ATIP issues and anticipate future organizational needs with respect to the management of sensitive information, including personal information. Through these strategic connections, the office provides advice to Bank stakeholders to ensure awareness of the requirements of ATIP legislation and the practical application of these requirements in business processes. In particular, the office has been formally engaged to prepare advice for the Bank's new mandate to oversee Retail Payment Service providers (see **Training and Awareness**).

Remote and flexible working arrangements have spurred on the introduction and use of technology for collaboration and communication purposes. In particular, video and audio recording of presentations and information sessions are becoming more common place. While convenient ways of communicating information, audio and video records also introduce risks with respect privacy and information management. Access to audio/video recording technology by Bank staff is contingent on the advice provided by the ATIP Office on

a case base case basis. During this reporting period the ATIP Office provided assessment or approval for 62 requests compared to 59 in the previous period. A framework and guidelines are being developed to streamline this process and eliminate the need for review of every recording request; unique requests may still require ATIP/Compliance review in future.

Continuous process improvement is key to carrying out the responsibilities associated with the administration of ATIP legislation. Resource time was dedicated to ongoing continuity of operations exercises to ensure that the technology and processes used to manage requests was appropriately updated and optimally functional so as not to cause delays to processing time. Guidance material concerning the application of ATIP exemptions in the Bank context were further refined to provide additional clarity about the requirements for providing recommendations with respect to the treatment of records responsive to a request.

As well as administering the Bank's ATIP program, the ATIP Office is also responsible for coordinating the Bank's responses to Parliamentary Returns. The workload from Parliamentary Returns remained steady during this period with the Bank receiving 34 Parliamentary Questions and 6 Senate Questions compared to 50 Questions in the previous reporting period. Since all Parliamentary returns are reviewed to ensure that they comply with the requirements of both the *Access to Information* and *Privacy Acts*, these responsibilities also contributed to the workload for the ATIP Office in this reporting period.

### **Covid-19 Impacts**

The ATIP office has fully adjusted to new ways of working as a result of the Covid-19 pandemic. There are no significant impacts to report.

## Appendix A



June 3, 2020

**To:** Jeremy Farr  
General Counsel & Corporate Secretary

**From:** Tiff Macklem  
Governor

Lesley Ryan  
Deputy Corporate Secretary and Senior Director, Compliance  
Access to Information and Privacy Coordinator

**Subject:** Delegation of Authority under the Access to Information Act and the Privacy Act

The Governor of the Bank of Canada, pursuant to section 73(1) of the *Privacy Act* and section 95(1) of the *Access to Information Act*, hereby designates the persons holding the positions set out on the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Governor as the head of a government institution, under the section of the *Act* set out in the schedule opposite each position.

**Schedule**

Position	<i>Privacy Act</i> and regulations	<i>Access to Information Act</i> and regulations
General counsel & corporate secretary	Full authority	Full authority
Deputy corporate secretary and senior director, compliance/ Access to information and privacy coordinator	Full authority	Full authority
Director ATIP	15, and mandatory provisions of 26 for all records*	8(1), 9(1) and (2), 11(2), and the mandatory provisions of 19(1) for all records*

(Governor Tiff Macklem)

June 3, 2020.

(Date)

\*refer to attached 'Table of Specific Delegation'

**Table of Specific Delegation**\*Responsibility Delegated to Director ATIP — *Privacy Act*

Sections	Description	Position
15	Extend time limit for responding to request for access	Director ATIP
26	May refuse to disclose information about another individual, and shall refuse to disclose such information where disclosure is prohibited under section 8	Director ATIP

\*Responsibility Delegated to Director ATIP — *Access to Information Act*

Sections	Description	Position
8(1)	Transfer of request	Director ATIP
9(1) and (2)	Extensions of time limits	Director ATIP
11(2)	Fees	Director ATIP
19(1)	Personal information	Director ATIP

**Reference**


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*Extracts of the Privacy Act (R.S.C., 1985, c. P-21)*
**Delegation by head of government institution**

73 (1) The head of a government institution may, by order, delegate any of their powers, duties or functions under this Act to one or more officers or employees of that institution.

*Extracts of the Access to Information Act (R.S.C., 1985, c. A-1)*
**Delegation by head of government institution**

95 (1) The head of a government institution may, by order, delegate any of their powers, duties or functions under this Act to one or more officers or employees of that institution.



## Appendix B

# Statistical Report on *Access to Information Act*

(1 April 2021 to 31 March 2022)





**Statistical Report on the Access to Information Act**

**Name of institution:** Bank of Canada

**Reporting period:** 01/04/2021 to 31/03/2022

**Section 1: Requests Under the Access to Information Act**

**1.1 Number of requests**

		Number of Requests
Received during reporting period		24
Outstanding from previous reporting periods		20
• Outstanding from previous reporting period	18	
• Outstanding from more than one reporting period	2	
<b>Total</b>		<b>44</b>
Closed during reporting period		27
Carried over to next reporting period		17
• Carried over within legislated timeline	7	
• Carried over beyond legislated timeline	10	

**1.2 Sources of requests**

Source	Number of Requests
Media	5
Academia	1
Business (private sector)	0
Organization	0
Public	6
Decline to Identify	12
<b>Total</b>	<b>24</b>

**1.3 Channels of requests**

Source	Number of Requests
Online	0
E-mail	5
Mail	19
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>24</b>

**Section 2: Informal Requests**

**2.1 Number of informal requests**

		Number of Requests
Received during reporting period		5
Outstanding from previous reporting periods		4
• Outstanding from previous reporting period	4	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>9</b>
Closed during reporting period		9
Carried over to next reporting period		0

**2.2 Channels of informal requests**

Source	Number of Requests
Online	0
E-mail	5
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>5</b>

**2.3 Completion time of informal requests**

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
4	0	2	1	1	1	0	9

**2.4 Pages released informally**

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
4	46	1	104	0	0	0	0	0	0

**2.5 Pages re-released informally**

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
1	38	1	125	0	0	2	2298	0	0

**Section 3: Applications to the Information Commissioner on Declining to Act on Requests**

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	<b>0</b>
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

**Section 4: Requests Closed During the Reporting Period**

**4.1 Disposition and completion time**

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	1	0	2	0	0	0	3
Disclosed in part	0	1	1	2	5	3	2	14
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	5	2	1	0	0	0	8
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	1	0	0	1	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>27</b>

**4.2 Exemptions**

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	1	16(2)(a)	0	18(b)	1	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	3	18(d)	7	21(1)(a)	7
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	13
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	2	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	2	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	6	22.1(1)	0
15(1) - I.A.*	5	16.2(1)	0	20(1)(a)	1	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	5	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	8	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	1				
16(1)(c)	1						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

**4.3 Exclusions**

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

**4.4 Format of information released**

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
3	14	0	0	0	0

**4.5 Complexity**

**4.5.1 Relevant pages processed and disclosed for paper and e-record formats**

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1595	1166	19



**4.5.5 Relevant minutes processed and disclosed for video formats**

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

**4.5.6 Relevant minutes processed per request disposition for video formats by size of requests**

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

**4.5.7 Other complexities**

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	1	0	1	2
Disclosed in part	7	0	4	11
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	8	0	5	13

**4.6 Closed requests**

**4.6.1 Requests closed within legislated timelines**

Number of requests closed within legislated timelines	15
Percentage of requests closed within legislated timelines (%)	55.55555556

**4.7 Deemed refusals**

**4.7.1 Reasons for not meeting legislated timelines**

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
12	3	4	5	0

**4.7.2 Requests closed beyond legislated timelines (including any extension taken)**

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	1	1
16 to 30 days	0	1	1
31 to 60 days	0	2	2
61 to 120 days	0	5	5
121 to 180 days	0	1	1
181 to 365 days	0	2	2
More than 365 days	0	0	0
<b>Total</b>	0	12	12

**4.8 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0



**Section 5: Extensions**

**5.1 Reasons for extensions and disposition of requests**

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	1	0
Disclosed in part	12	0	6	3
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	1	0
No records exist	0	0	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>14</b>	<b>0</b>	<b>9</b>	<b>3</b>

**5.2 Length of extensions**

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	7	0	4	1
31 to 60 days	6	0	4	2
61 to 120 days	1	0	1	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>14</b>	<b>0</b>	<b>9</b>	<b>3</b>

**Section 6: Fees**

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	23	\$115.00	1	\$5.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>23</b>	<b>\$115.00</b>	<b>1</b>	<b>\$5.00</b>	<b>0</b>	<b>\$0.00</b>



**Section 8: Completion Time of Consultations on Cabinet Confidences**

**8.1 Requests with Legal Services**

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**8.2 Requests with Privy Council Office**

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Section 9: Investigations and Reports of finding**

**9.1 Investigations**

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
6	3	4

**9.2 Investigations and Reports of finding**

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
	0	0		0	3

**Section 10: Court Action**

**10.1 Court actions on complaints**

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

**10.2 Court actions on third party notifications under paragraph 28(1)(b)**

Section 44 - under paragraph 28(1)(b)
0

**Section 11: Resources Related to the Access to Information Act**

**11.1 Allocated Costs**

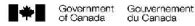
Expenditures		Amount
Salaries		\$677,967
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$677,967</b>

**11.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	6.890
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>6.890</b>

Note: Enter values to three decimal places.

## Appendix C



### Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: Bank of Canada

Reporting period: 2021-04-01 to 2022-03-31

#### Section 1: Capacity to Receive Requests under the Access to Information Act and the Privacy Act

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	0

#### Section 2: Capacity to Process Records under the Access to Information Act and the Privacy Act

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	52



#### Section 3: Open Requests and Complaints Under the Access to Information Act

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	7	3	10
Received in 2020-2021	0	6	6
Received in 2019-2020	0	1	1
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
<b>Total</b>	<b>7</b>	<b>10</b>	<b>17</b>

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Access to Information Act*

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	3
Received in 2020-2021	3
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	2
Received in 2015-2016 or earlier	0

Total	8
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**Section 4: Open Requests and Complaints Under the Privacy Act**

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Privacy Act*.

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	0
Received in 2020-2021	1
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
<b>Total</b>	<b>2</b>

**Section 5: Social Insurance Number (SIN)**

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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